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June 5, 2003

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

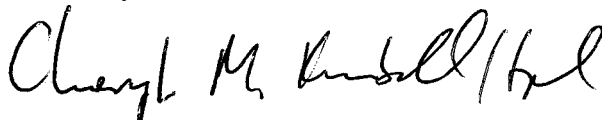
Re: NSTAR Gas Company, D.T.E. 03-21, Response to Information Request

Dear Secretary Cottrell:

Enclosed for filing in the above-referenced matter is the response of NSTAR Gas Company to the Information Request set forth on the accompanying list.

Thank you for your attention to this matter.

Sincerely,



Cheryl M. Kimball

Enclosures

cc: Jody Stiefel, Hearing Officer
Service List

Responses to Information Requests

Information Response DTE-2-1

June 5, 2003

Information Request DTE-2-1

For the period from January 1, 2002 to December 31, 2002, please provide a complete listing of all Class I and Call II Odor Calls the Company responded to, including the amount of time it took the Company to respond to the call, the cause of the odor, and the amount of time it took to correct the cause of the odor.

Response

Under the terms of the Company's Service Quality Plan, the Company is required to track the percentage of Odor Calls responded to within 60 minutes. As detailed in the Company's March 2003 Report, NSTAR Gas received a total of 17,576 Odor Calls in 2002, of which 98.6 percent were responded to within 60 minutes.

To meet this requirement, the Company put in place a manual process to track Odor-Call response times. This process is as follows: Upon receiving an Odor Call, a Company dispatcher prepares a form that lists the relevant customer information and the time of the call. The dispatcher then immediately informs a field technician that an Odor Call has been reported and records the time of notification on the form. After the field technician confirms his/her arrival on the scene, the dispatcher notes the time of the arrival on the form. At the end of each day, the Dispatch Supervisor counts the number of calls that were received and manually records the number of those calls that were responded to in: (1) less than 60 minutes; or (2) over 60 minutes. The dispatcher then files the form in compliance with record management procedures. At the end of each month, the Dispatch Supervisor forwards the data to the Corporate Performance Management Group. The data is then incorporated to the Monthly Service Quality Index Reporting Program in preparation for filing the Company's Annual Service Quality Report.

Because the Company uses a manual process to track odor call response, there is no electronic database available that would allow the Company to compile a list of the amount of time that it took to respond to specific calls or to identify the cause of the odor or the amount of time that it took to correct the cause of the odor.